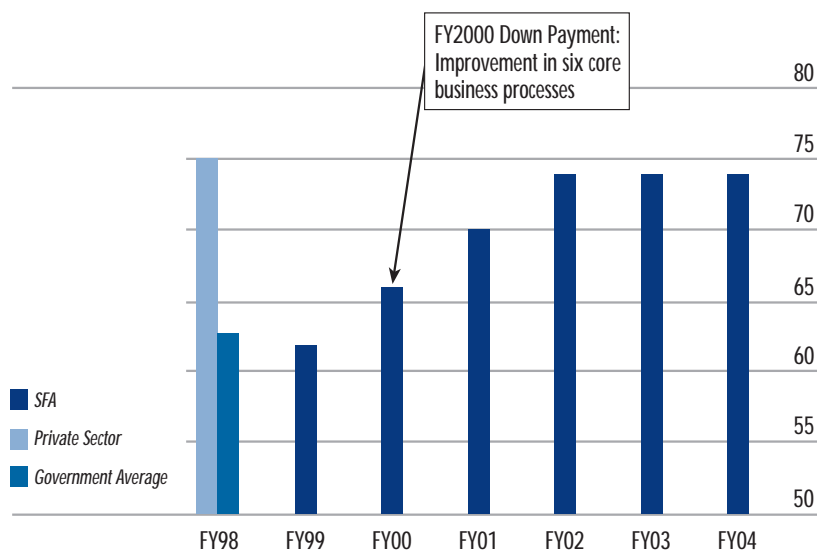
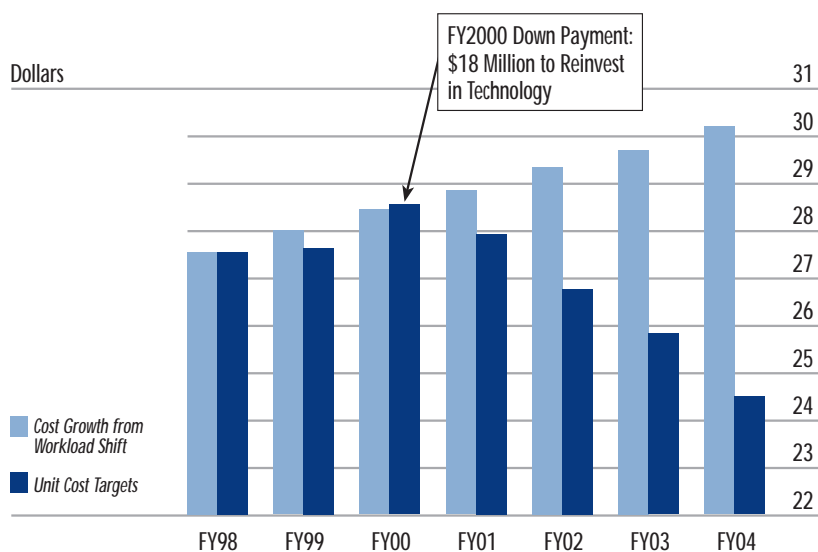


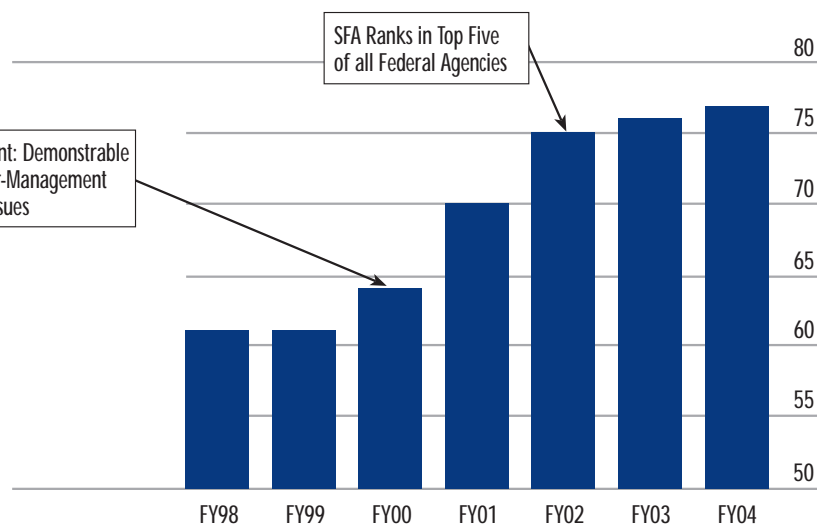
The Performance Plan for Student Financial Assistance FY2000-FY2004



Customer Satisfaction Equal to Private Sector in Three Years



Unit Cost Reduced 19 Percent



Employee Satisfaction Ranks in the Top Five



6/30/00